

PATENT
Docket NCR-8243

RESPONSE UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
GROUP ART UNIT 3629

1. (twice amended) A self-service terminal comprising:
instructing means for producing audible terminal
operating instructions for a user;
means for dispensing an item to the user;
interface means for permitting a user to manually
interact with the terminal in response to the audible terminal
operating instructions;
means for recognizing speech, such that a user may
additionally interact with the terminal using spoken
instructions and prompts; and
means for processing user interactions with the
terminal to dispense said item in accordance with a spoken
response from the user.

6. (twice amended) A method of operating a self-service
terminal, the method comprising the steps of:
(a) producing audible terminal operating instructions
for a user;
(b) permitting a user to manually interact with the
terminal in response to the instructions produced in step (a);
(c) processing user interactions with the terminal;
(d) permitting a user to additionally input information
to the terminal using speech; and
(e) dispensing an item to the user in accordance with a
spoken response from the user.

11. (twice amended) An automated teller machine (ATM) for
allowing an ATM customer to carry out a financial transaction,
the ATM comprising:
a generating unit for providing a number of audible
instructions for the ATM customer;
an interface for receiving inputs from the ATM customer,
including a recognition unit for recognizing speech by the ATM
customer to allow the ATM customer to carry out the financial

PATENT
Docket NCR-8243

RESPONSE UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
GROUP ART UNIT 3629

transaction using spoken instructions and prompts; and
means for dispensing bank notes to the customer in
accordance with a spoken response from the customer.

17. (twice amended) A method of operating an automated teller machine (ATM), the method comprising the steps of:

(a) producing audible instructions for an ATM customer to carry out a financial transaction;

(b) processing inputs from the ATM customer to carry out the financial transaction, including recognizing speech by the ATM customer to allow the ATM customer to carry out the financial transaction using spoken instructions and prompts; and

(c) dispensing a bank note to the customer in accordance with a spoken response from the customer.

22. (twice amended) An automated teller machine (ATM) for allowing an ATM customer to carry out a financial transaction, the ATM comprising:

means for dispensing bank notes to the customer;

a speech processing unit for processing spoken instructions from the ATM customer and providing output signals indicative thereof; and

a processor for controlling operation of the ATM based upon the output signals from the speech processing unit, and configured to dispense the bank notes to the customer in response to the spoken instructions from the customer.

29. (amended) An ATM according to claim 23 further comprising means for verifying identity of the ATM customer including a card reader for receiving a customer identifying card from the ATM customer.

PATENT
Docket NCR-8243

RESPONSE UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
GROUP ART UNIT 3629

30. (twice amended) A method of operating an automated teller machine (ATM), the method comprising the steps of:

- (a) receiving spoken instructions from an ATM customer;
- (b) processing the spoken instructions received from the ATM customer of step (a) and providing output signals indicative thereof;

- (c) controlling operation of the ATM based upon the output signals of step (b); and

- (d) dispensing a bank note to the customer in response to the spoken instructions from the customer.

35. (amended) A method according to claim 34, wherein step (d) includes the step of:

- (d-1) receiving a customer identifying card from the ATM customer to verify identity of the ATM customer.